Electronic Acknowledgement Receipt				
EFS ID:	9222577			
Application Number:	09944676			
International Application Number:				
Confirmation Number:	8505			
Title of Invention:	System and method for automated end-user support			
First Named Inventor/Applicant Name:	Daniel Keele Burgin			
Customer Number:	26874			
Filer:	William S. Morriss/Elizabeth Middleton			
Filer Authorized By:	William S. Morriss			
Attorney Docket Number:	1160215-0538115			
Receipt Date:	13-JAN-2011			
Filing Date:	31-AUG-2001			
Time Stamp:	12:09:07			
Application Type:	Utility under 35 USC 111(a)			

# **Payment information:**

Submitted with Payment	no
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## File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /₊zip	Pages (if appl.)
Information Disclosure Statement (IDS) Filed (SB/08)	09944676_IDS_1-13-11.pdf	79530	no	1	
		bb0d4bac37c68e21d0cb1394cea20455930 5bf5a			

## **Warnings:**

## Information:

This is not an USPT	O supplied IDS fillable form				
2 Transmittal Letter	09944676_Statement_1-13-11.	41297	no	1	
	pdf	8816ab8e0de41165b7c71b18414bbbbff7c 96970			
Warnings:					
Information:					
3 NPL Documents	OA_11751976_11-26-10.pdf	416282	no	11	
		7245bf174c3bbc78f847f92519003b6f5744 5552			
Warnings:					
Information:					
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#### New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

### National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

### New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.